

**Region 7
PACIFIC SOUTHWEST REGION
OF THE NATIONAL NETWORK OF LIBRARIES OF MEDICINE
(PSRML)**

Quarterly Report

April - June 2000

Contract No. N01-LM-6-3527

Date Submitted: October 24, 2000

**University of California, Los Angeles
Los Angeles, CA 90095-1798**

TABLE OF CONTENTS

	PAGE
I. BASIC NETWORK PROGRAMS	1
II. OUTREACH PROGRAMS.....	5
III. APPENDIX A: RAC MINUTES	10
IV. APPENDIX B: OUTREACH SUBCONTRACT REPORTS	18
Public Health Information Link (P.H.I.L.) for Nevada	19
Hawaii Public Health Information Virtual Education (HiPHIVE)	31
Web-based HIV Information for Northern Nevada (WHINN)	40
Health Information Resources for Southern Nevadans	48
LINCS Clearinghouse <u>L</u> inking <u>I</u> nformation for <u>C</u> hildren with <u>S</u> pecial Needs	53
Access to Electronic Health Information for the Public (UCSD).....	55
Improving Access to Health Information for Consumers of Pima County.....	59
Access to Electronic Health Information for the Public (Planetree)	64
V. APPENDIX C: OUTREACH REPORTING FORMS	71
VI. APPENDIX D: EXHIBIT REPORTS	74

**Pacific Southwest Region
National Network of the Libraries of Medicine
Quarterly Report**

April - June 2000

BASIC REGIONAL NETWORK PROGRAMS

Regional Needs Assessment

- The hospital library evaluation survey had an amazing number of returns. We received 326 completed surveys, a 81% response rate. The surveys were sent to our statistical consultant, Zoe Stavri, Ph.D., for input. Preliminary data summaries were received. PSRML librarians met with Ms. Stavri in May to plan completion of the data analysis.
- The Regional Advisory Committee met at UCLA on April 5, 2000. Minutes of the meeting are included in Appendix A.

Network Membership Program

- Region 7 has a total of 617 Network Members.
- DOCUSER records for 30 libraries were updated online during the quarter.

Resource Libraries

- Staff at the regional Resource Libraries continued evaluating and contributing new web resources for the BioSites project.

Network Development

- Ms. Sandstrom participated in planning activities for the Library of California (LOC), a multitype library network within the state. She represents the NN/LM member libraries in California (77% of the PSRML network members). She was a participant at Core Planning Group meetings for LOC – Region IV (Arroyo Seco Library Network) on May 3 and June 8. She made a presentation at the April 11 meeting in Norwalk, CA. PSRML continues to facilitate the efforts of health sciences librarians throughout the state in the LOC planning process.
- Barbara Bibel, librarian at Oakland Public Library, Oakland, CA (an NN/LM Network member) received a PSRML professional development award to attend “Out of the Mist, Into the Millennium: A Symposium on Alternative and Complementary Health Care Information,” offered in conjunction with the Medical Library Association annual meeting. Ms. Bibel was able to apply the collection development knowledge gained both in her own

institution and in development of a published bibliography (*Booklist*, 96(22):2192-3, August 2000).

- Jane Barnwell, librarian at Palau Community College (an NN/LM Network member) received a Professional Development Award to attend the Grant Writer's Toolbox workshop in Irvine on June 7. Ms. Barnwell is reviewing various grant opportunities available to improve health information access in her area. In addition to attending the workshop, Ms. Barnwell met with PSRML staff at UCLA and discussed Palau telecommunications difficulties that affect Internet access. Telephone rates through the government-supported telephone utility are high. Long distance calls must be made from the telephone company, rather than from local instruments, which results in severe limitations on ISP choices in Palau.
- PSRML staff attended NLM teleconferences and provided feedback on the new DOCLINE system.
- In conjunction with the Tripler Army Hospital Library, PSRML conducted a videoconference DOCLINE introduction for librarians in Honolulu on April 20.
- During June and early July, Clair Kuykendall, Andrea Lynch and Elaine Graham conducted a total of 23 training sessions on the new Docline system. Training sessions were held in 12 cities throughout Region 7, and over 350 network librarians attended.

SERHOLD

- Region 7 currently has 374 SERHOLD contributors.
- Approximately 20 requests for assistance in using the Online Updating System were handled during the quarter.

Document Delivery

- One DOCLINE application is pending as of the end of the quarter.
- Assistance with DOCLINE access and use was provided to individual Network members on an as needed basis. Approximately 50 requests for assistance were received during the quarter.
- The Region has 358 DOCLINE libraries; 25 of these are Borrow-Only libraries.
- A total of 30 DOCLINE routing table requests were completed at PSRML during the quarter.
- Region 7 currently has 155 libraries providing Loansome Doc services, and 80 of those also serve unaffiliated health professionals.

	SERHOLD Contributors	DOCLINE	Percent Participants	BORROW ONLY DOCLINE
Arizona	42	40	95%	5
California	303	290	96%	18
Hawaii	13	13	100%	1
Nevada	11	10	91%	0
Pacific Basin	5	5	100%	1
Overall participation	374	358	96%	25

- During the quarter 623 Loansome Doc inquiries were received. Of this number 330 were from health professionals and 294 were from non-health professionals. Detailed statistics are provided below:

	HP	Not a HP	Total
STATE			
Arizona	39	24	64
California	262	251	513
Hawaii	8	7	15
Nevada	16	8	24
Pacific Basin	5	2	7
Totals	330	292	623

Microcomputer Training Facility

- The training facility was used by the following groups this quarter: UCLA Medical School Dean's Office for a Microsoft Office *Excel* training class and the Louise M. Darling Biomedical Library Staff Development Committee for a presentation on current topics in Nutrition.

Communications

- The May/June issue of *Latitudes* was electronically published in the middle of May; 41 print copies of this issue were distributed. A notice for the May/June issue of *Latitudes* was e-mailed to the RMLRG7-L listserv and e-mailing list for *Latitudes*. The *Latitudes* Web index page (<http://www.nlm.nih.gov/psr/lat/>) received a total of 794 hits in the second quarter.
- PSRML staff participated in monthly teleconferences by the Network Office.

- PSRML provided an NN/LM orientation for Kathy Kwan, NLM Associate, and Elena Leonova MLA Cunningham Fellow, during their April 21 visit to the UCLA Biomedical Library.
- The following videotapes and audiotapes circulated to health sciences library staff during the quarter: 5 videotape copies of *Libraries, Copyright and the Internet* and 24 audiocassette copies from the Medical Library Association 2000 Annual Meeting and Exhibit.

Program Assessment/Feedback from the Region

- Philip Wexler of NLM's Specialized Information Services taught the *Toxicology Web Resources at the NLM and Beyond* class at the University of California, Davis on April 10, 2000. PSRML arranged the course in response to a needs voiced by regional Network librarians for enhanced toxicology information search skills. Thirty-five participants attended this half-day session. Mr. Wexler agrees to provide additional training sessions at other regional locations later in the year.

Referral Service

- No Activity

Consortia

- Region 7 has 22 library groups that are recognized in the new DOCLINE system. The number has decreased due to the minimum requirements for Library Groups in the new system.

Grant Applications

- PSRML co-sponsored with regional MLA chapters the "Grant Writer's Toolbox: Strategies for Developing Competitive Proposals" on June 7 in Southern California and on June 8 in Northern California. This one-day workshop focused on NLM and NN/LM grants, subcontracts, and purchase orders. Michelle Kreidler and Alison Bunting were instructors. It successfully prepared and stimulated participants to apply for the PSRML outreach awards that had a proposal deadline two weeks later. A total of twenty-three participants attended the workshops.

Staff Activities

- Ms. Hamasu attended an SLA program, "Principles of Creative Thinking," featuring Peggy Van Pelt from Walt Disney Imagineering.
- Ms. Hamasu was scheduled to teach the MeSH and MEDLINE sections for the UCLA Department of Education and Information Studies course on Health and Life Sciences Bibliography. Ms. Graham and Ms. Sandstrom were scheduled to teach the Nursing

Information Resources section. Unfortunately the minimum enrollment was not met and the course was cancelled.

- Elaine Graham attended the UCLA Department of Education and Information Studies Internship Open House on May 11 to present information on PSRML opportunities. Subsequently Brian Brown, a second-year graduate student, contacted PSRML, was interviewed by Claire Hamasu, and accepted the offer of a PSRML internship. Under Ms. Hamasu's supervision, Mr. Brown will assist with the PSRML Internet Connectivity Support Program and other outreach activities.
- PSRML staff attended the RML Directors Meeting held prior to the Medical Library Association conference in Vancouver, B.C., in May. All PSRML librarians attended the MLA Annual Meeting and Exhibit, Ms. Sandstrom attended two continuing education classes on consumer health information at MLA, and Ms. Graham attended the Pacific Northwest Region's class on planning and evaluating outreach programs. PSRML staff attended various NLM presentations at MLA, as well as meetings with NLM and other NN/LM staff on NN/LM web development, DOCLINE and SERHOLD, and consumer health information.

II. OUTREACH PROGRAMS

Applied Technology/Technology Awareness

- Anaheim General Hospital, Brea Community Hospital, and Fallbrook Hospital District completed their participation in the Internet Connectivity Support Program. From the usage reports sent by the hospital liaisons, the workstations did not have high usage during year. At Brea Community Hospital the librarian consultant was the major user as evidenced by high use on the days that she worked. The Anaheim and Fallbrook hospital workstations were used appropriately, but the average monthly usage was eight days a month.
- Ms. Hamasu visited Hollywood Community Hospital–Van Nuys and introduced the Internet Connectivity Support Program to the administrator and other key staff members. She reviewed searching PubMed, MEDLINE^{plus} and other health resources. This was to be a hands-on training session, but the facility had been having problems with their phone lines, so training will have to be rescheduled.
- In May, PSRML introduced a web page that offers links to electronic versions of the titles on the Brandon/Hill List of Journals for Small Hospital Libraries.¹ The web page provides information on the type of access (free, pay-per-view, etc.) and years of coverage. This has proved to be a very popular site. We regularly receive feedback informing us of the changing electronic status and availability of the entries, and the web page is updated to reflect these changes.

¹ Hill, DR. Selected list of books and journals for the small medical library. *Bull Med Libr Assoc* 1999 Apr; 87(2):145-69.

- On May 23, Elaine Graham and Michael Miller attended the UC Metadata Workshop in Irvine, sponsored by the California Digital Library, University of California. Dr. Howard Besser, Associate Professor, UCLA School of Education and Information Studies, taught the half-day workshop, which provided an overview of what metadata encompasses, the various ways metadata is used (including UC applications), and methods of creating and storing metadata.

Direct Outreach to Health Professionals

- On May 24, Clair Kuykendall participated in the HIV Prevention College, presenting at one of ten sessions in the colloquium held in San Diego, California. Participants in the colloquium included HIV prevention providers from a variety of clinics and agencies in San Diego County. Ms. Kuykendall presented HIV information resources on the Internet. The resources profiled included NLM sites and the Centers for Disease Control (CDC) web site, with content suggestions provided by the CDC). CDC referred the colloquium organizers to PSRML, since the program is in our geographic area. Colloquium organizers and participants were previously unaware resources offered by the NLM or the PSRML. The response to the PSRML presentation was excellent, and we were invited to return and present again next autumn, when the colloquium will be conducted a second time.

Outreach Subcontracts

- Quarterly reports were received from the two regional *Partners in Information Access Projects*. An overview of project accomplishments appears here, and the full reports appear in Appendix B.
- **HiPHIVE, Hawaii Medical Library.** The HiPHIVE web site now contains 20 individual pages, with 993 links. The Hawaii Department of Health continued to actively promote the web site <<http://hml.org/hiphive/>> and training. Four training sessions were offered, including one in the Diabetes Education Center located in the Hilo shopping mall. Lack of local agency communications and personal contacts resulted in less than anticipated attendance in Hilo. HiPHIVE experience has shown that people will not attend training on non-working days. A significant project finding is that while the web site address has been announced and promoted widely, an actual “tour” of the content and demonstrations of how users might find information is necessary for people to use the site. The HiPHIVE web site has been linked from the National Information Center on Health Services Research and Health Care Technology <<http://www.nlm.nih.gov/nichsr/hsrsites.html>> under public health.
- **P.H.I.L., University of Nevada School of Medicine.** Additional training with State Health Division staff was discussed with the State Health Officer. Compact training equipment was procured for off site training in rural and urban areas. Seven training sessions were held. Contacts were made with the program chair of the combined meeting of the Nevada Public Health Association and Nevada Rural Health Association regarding presentation and training at the meeting. Joan Zenan and Wil Townsend presented a

paper on the PHIL project at the MLA Annual Meeting; the session was well attended, and their paper was the only one to include a public health professional. The project received 105 Loansome Doc requests during the quarter.

- The final report for the project “Web-based HIV Information for Northern Nevada (WHINN)” was submitted by Terry Henner, Savitt Medical Library, University of Reno School of Medicine (see Appendix B). The AIDS web site developed as part of the project garnered positive attention from the press. The products of the WHINN project also complemented the efforts of Savitt Medical Library in working with public health professionals in Nevada.
- Nine applicants submitted proposals by the June 15 deadline for the Year 2000 Outreach Award. We were very pleased with this number. We attribute the high response to the easy application form and the encouragement provided at the grants writing workshop. Five workshop participants submitted proposals. PSRML RAC members Davis Rios and Sharon Bergland served as proposal reviewers. All nine applications were deemed to meet the review criteria, and Ms. Hamasu sent out follow up questions to all nine awardees to obtain additional information needed to draft subcontract agreements. Proposals and question responses will be forwarded to the NLM National Network Office for final approval.

Special Populations/Subjects Outreach

- On April 12-13, Ms. Hamasu and Ms. Kuykendall participated as faculty for “Evidence-Based Medicine on the Front Line” a workshop sponsored by the *Western Journal of Medicine*, UCSF Department of Family and Community Medicine, Kaiser Permanente, and the Network (a group of health-related organizations). The workshop focused on the use of PubMed in searching for evidence for patient care. Ms. Hamasu and Ms. Kuykendall also introduced PubMed in a pre-workshop session for participants who were not familiar with the interface.
- At the request of NLM, Ms. Hamasu attended a research session of the Student National Medical Association meeting held in Los Angeles on April 19, to talk about grant resources available on the Internet and the role of PubMed in the grant writing process.
- On May 19, 2000, Ms. Graham and Ms. Hamasu met with Russell Toth, Director, and Antonio Le Mons, Health Education Coordinator, at the California AIDS Clearinghouse to discuss the AIDS information summit that Mr. Toth had proposed at the RAC meeting. PSRML agreed to work with the California AIDS Clearinghouse in organizing this summit, a forum for participants to share ideas on improving access and delivery of AIDS information.

Underserved Health Professionals

- No activity.

Inner City Project

- No activity.

Internet Grateful Med and PubMed

- Information on PubMed was included in the activities described in other parts of this Outreach Programs report.

Minority Institutions

- No activity.

Exhibits

- PSRML exhibited at Pri-Med West, a primary medicine conference held in Long Beach, California. The meeting had an attendance of approximately 7,000 health professionals and students, including physicians, nurse practitioners, and physician assistants. Librarians Judy Bube, University of California, Irvine, and Eileen Wakiji, California State University, Long Beach, assisted PSRML in staffing the exhibit booth. The complete exhibit report is included as Appendix C.

Consumer Health Information Services Program

- Quarterly reports were received from five regional libraries awarded funding for projects on *Access to Electronic Health Information for the Public*. An overview of project accomplishments appears here, and the full reports appear in Appendix B.
 - **Planetree Health Resource Center.** To develop “Planetree at the Grail”, Planetree’s first branch library in East San Jose, development efforts during the first quarter focused on conducting meetings and formulating agreements, physical and space planning, and collection development. Staff has been creating a user-friendly library environment and addressing the challenges and opportunities of “boundary” issues in the shared space of the community center location. Changes in key project personnel have resulted in extra effort to rebuild relationships and confirm a shared vision. Staff has been working with community lay leaders to promote services offered by the new library. During the quarter, 233 persons have either used the new branch library or have heard targeted presentations about the services.
 - **Arizona Health Sciences Library.** During the first quarter, many administrative and financial issues of the project were addressed, the project was promoted through a press release, a project name was selected, and web site development began. The project has been named CHILI (Consumer Health Information Links for Everyone) with the emphasis on “everyone”. The web-accessible database of local organizations (SOAHR – SOuthern Arizona Health Referral) that supports the project is operational at <http://www.ahsl.arizona.edu/soahr>. Two workshops are being planned, and an

analysis of health reference questions that have been received by public librarians is being conducted.

- **University of California, San Diego Biomedical Libraries and The Preuss School UCSD.** Most of the first quarter was spent on administrative activities. Because of the need to resolve procedural matters regarding funding of the project and school site construction, the timeline for the project was revised. A programmer has been recruited and work is underway on hardware and software purchases, and network access. Curriculum development is underway.
 - **Las Vegas-Clark County Library District, West Charleston Library.** Equipment has been purchased to use for staff and public presentations. Web site development is progressing. A Web site evaluation criteria form has been completed to assist in selecting links for the site. Web page design recommendations have been formulated. The project is being publicized to the library district and to support organizations.
 - **ValleyCare Health Library.** During the first quarter, policies and procedures for the project were drafted. A workable definition of “special needs” is being formulated. The scheduling of project advisory committee meetings has been a challenge, so other means of communication are being used to develop the project. It was decided to focus collection development efforts on video format. Cabling to the library for enhanced Internet access has been completed.
- PSRML continues to facilitate the extension of the consumer health information pilot project initially funded by NLM and the California State Library and completed by the Del E. Webb Library of Loma Linda University (see report in Appendix B). The California State Library is now funding additional training (using the series of health reference modules developed by Webb Library staff for training public librarians) for library staff in Region V of the Library of California. This Region includes the counties of Inyo, San Bernardino, Riverside, Imperial, and San Diego. PSRML is coordinating this extended training effort. Additional funding has also been provided by the California State Library to enhance public library collection resources at the main and branch libraries in these counties. Purchase of the books needed at the public library sites is being coordinated by the Webb library, with the assistance of PSRML.
 - Heidi Sandstrom collaborated with Lynne Barker, the librarian at Bravo Medical Magnet School, Los Angeles, on a health information training module for high school students. This module was used to instruct a total of 7 classes on April 4 and April 11 at Bravo.
 - Ms. Sandstrom met with Los Angeles County Public Library staff at the CHIPS facility in Torrance on April 6 to discuss possible expansion of consumer health information services at the CHIPS library.
 - PSRML staff participated in consumer health information teleconferences on April 11 and May 26.